



DEPARTMENT OF
**WORKFORCE
SERVICES**

SERVICES & PROGRAMS

**SUPPORTING
THE ECONOMIC
STABILITY
AND QUALITY
OF UTAH'S
WORKFORCE**



STRENGTHENING UTAH'S COMMUNITIES

WE STRENGTHEN UTAH'S
COMMUNITIES BY SUPPORTING THE
ECONOMIC STABILITY AND QUALITY
OF OUR WORKFORCE.

DWS 10-31-0817



Equal Opportunity Employer/Program

Auxiliary aids and services are available upon request to individuals with disabilities. Call 801-526-9240. Individuals with speech or hearing impairments may call the state relay by dialing 711. Spanish Relay Utah: 1-888-346-3162.

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HOW WE ACCOMPLISH THIS: WE PROVIDE SUBSIDIES FOR LOW-INCOME FAMILIES

to help with child care expenses.
We also assist child care providers
in establishing programs that care
for children in safe, nurturing and
developmentally appropriate settings.

The Office of Child
Care ensures Utah
parents have access to
affordable and high-
quality child care for
their children while
they seek or maintain
employment.



**WORKFORCE
SERVICES**
CHILD CARE



WHAT WE DO

FOR FAMILIES:

- **Employment Support
Child Care**
Help employed parents
pay for child care.

- **Job Search Child Care**
Support parents who lose
employment to maintain
child care while looking
for work and continue a
stable environment for
their children.

- **Activity Guides**
Provide educational ideas
for before and afterschool
activities and during the
summer break.



DID YOU KNOW...

WE PROVIDE:

- An online consumer resource to provide information on licensed child care providers and the importance of quality — empowering parents to make informed decisions when selecting a provider.



CAREABOUTCHILDCARE.UTAH.GOV:

- Profiles of child care providers and their licensing record, staff professional development, accreditation and experience with children with disabilities.
- Resources about child development, early childhood education, school readiness, nutrition and more.



CareAboutChildcare.utah.gov®



FOR PROVIDERS:

- **Professional Development**
Offer training opportunities, professional development awards, coaching and technical assistance.

- **Resources and Referral**

Provide resources to improve the quality of child care and connect them with parents looking for child care.



HOW WE ACCOMPLISH THIS:

WE FOCUS ON DETERMINING ELIGIBILITY AND ISSUING ACCURATE BENEFITS in a timely fashion and constantly improving through innovation. We're committed to operational excellence, professional development for staff and helping those in need. Customers can access their benefit information at one of our employment centers, by calling our eligibility center, or any time online.



Eligibility Services is the largest division in Workforce Services and administers temporary supportive services for thousands of Utah families and individuals. This division helps people address basic needs as they work towards gainful employment and self-sufficiency.



Customers can file an application for services, get information about and manage their case, or ask questions by logging on to myCase through jobs.utah.gov.

370,000
people served



22,000
new applications
each month



95%
program
accuracy



April 2017



SNAP (FOOD STAMPS)

The Supplemental Nutrition Assistance Program (SNAP) allows eligible individuals the ability to feed their families in order to focus on seeking employment or improving their current economic situation.



FINANCIAL ASSISTANCE

Administers multiple federally and state funded financial assistance programs focused on serving parents with minor children (Temporary Assistance for Needy Families), single or married adults with disabilities (General Assistance) or newly arrived refugees (Refugee Cash Assistance).



EMERGENCY ASSISTANCE PROGRAM

Provides immediate, one-time help for families who are in danger of becoming homeless or having their utilities shut off due to a crisis beyond their control.



WORKFORCE SERVICES ELIGIBILITY

Apply

Customers apply online at jobs.utah.gov/mycase.

Determination of Eligibility

Decisions are made in as few as three days.

Supportive Services

The customer receives needed services and case management.

Employment services are also offered.

DID YOU KNOW...

WE PROVIDE:

- Online tools for customers to learn more about our programs, complete an online application, or access their case any time.
- Live chat featured in myCase, our online portal.
- Cutting edge accessibility and customer support for our constituents.
- Self-service phone option.



We tirelessly pursue operational efficiency as well as continued improvements in the management of our programs and processes along with enhancements to our technology in order to better serve customers.



MEDICAL ASSISTANCE

Administers initial and ongoing eligibility for 31 federally and state funded medical programs in order to assist families with their medical needs.



CHILD CARE ASSISTANCE

Provides assistance to families with expenses related to care of children while parents are working, seeking employment, or while participating in approved activities leading to employment.

HOW WE ACCOMPLISH THIS:

WE FUEL HEALTHY COMMUNITIES AND A HEALTHY ECONOMY by supporting local infrastructure projects and basic community services. Our work centers around:

- Increasing accessibility to funding for important projects across Utah
- Offering training and technical assistance
- Helping rural communities leverage their resource investments
- Partnering with other state agencies, local government, nonprofits and the private sector
- Using state dollars wisely and efficiently



The Utah Housing and Community Development Division serves communities statewide. We build local capacity, fund services and infrastructure and leverage resources

for critical community programs by collaborating with organizations and partners dedicated to elevating life in Utah. From funding a rural water system improvement project to helping local agencies connect low-income families with energy assistance, we care deeply about the quality of life for our fellow citizens across the state.



ONLINE TOOLS

- Annual Report on Homelessness
- Affordable Housing Assessment
- Utah Affordable Housing Database



COMMUNITY DEVELOPMENT BLOCK GRANT PROGRAM

Administers federal grants for local infrastructure and public services projects to cities and towns of fewer than 50,000 people and counties of fewer than 200,000 people.

PERMANENT COMMUNITY IMPACT FUND

Provides loans and grants to local governments in rural Utah impacted by mineral resource development on federal lands.

OLENE WALKER HOUSING LOAN FUND

Leverages funds and develops affordable housing for very low, low and moderate-income persons as defined by the Department of Housing and Urban Development.

NATIVE AMERICAN REVITALIZATION FUNDS

Maximizes long-term benefits of oil and gas severance taxes derived from land held in trust by the federal government for the Ute and Navajo tribes.



**WORKFORCE
SERVICES**
**HOUSING & COMMUNITY
DEVELOPMENT**

DID YOU KNOW...

WE PROVIDE:

- Detailed information and analysis for data-driven decision making regarding the management of multiple programs throughout Utah.
- Business strategies to enhance quality of life, create jobs and bring long-term sustainability to community systems.
- Assistance to organizations statewide that work with challenging issues, such as hunger, homelessness and domestic violence.
- The capacity to house — with supportive services — any person experiencing chronic homelessness in Utah who chooses to be housed.
- The resources and tools needed for the development of affordable housing.
- Affordable housing capacity statewide and encouragement of community-centered housing decisions.
- Assistance to eligible homeowners to reduce their energy bills and improve their living conditions.



2,000+

local programs and projects funded through contracts, grants and loans

16,000

affordable housing units created since 1987

\$141M

in affordable housing loans



PAMELA ATKINSON HOMELESS TRUST FUND

Supplements agencies statewide through a competitive grant program to help move people out of homelessness.

RURAL PLANNING GROUP

Offers leadership for rural communities by providing planning, planning tools and technical assistance, and by facilitating communication and coordination between stakeholders.

STATE COMMUNITY SERVICES OFFICE

Provides guidance, oversight and funding to communities helping low-income individuals and families become self-sufficient by reducing poverty and improving their quality of life.

HOME ENERGY ASSISTANCE TARGET (HEAT) PROGRAM

Provides energy assistance to low-income households in the state of Utah.

WEATHERIZATION ASSISTANCE PROGRAM

Assists low-income individuals and families reduce energy costs and increase comfort and safety in their homes.

UTAH IS HOME to nearly 65,000 refugees from around the world. Our mission is to energize, educate and empower refugees to achieve their dreams through quality services offered in a collaborative resource-rich environment. We are building a bridge to success for refugees through collaboration, coordination and service delivery. We envision a strong integrated community engaged to empower refugees' access to the family-sustaining employment necessary to succeed for generations.



HOW WE ACCOMPLISH THIS:

COLLABORATION

BETWEEN our numerous community partners and volunteers is essential to help ensure every refugee has the tools and resources needed to thrive, including:

- Case management
- English language training
- Skills-based employment
- Job development
- Employment counseling
- Refugee community capacity building
- Health & mental health referrals
- Women's support groups
- Youth leadership



**WORKFORCE
SERVICES**
REFUGEE SERVICES



EMPLOYMENT

Refugees are legally authorized to work in the U.S. from the day they arrive — no work visa required. We screen and assess applicants, provide job readiness orientation, and employment related workshops and services.

We support employers with training and education resources, translation and counseling services, and administrative support.

COMMUNITY & FAMILY SUPPORT

We provide opportunities for refugee communities to

come together and preserve their rich cultural heritage. We aim to empower refugees to help themselves and find appropriate solutions for their unique challenges.

EDUCATION & TRAINING

The Utah Refugee Education and Training Center is a partnership between Salt Lake Community College, Utah State University and the Department of Workforce Services.

The refugee center serves two purposes:

1. Fosters opportunities for refugees to access family-sustaining employment
2. Supports refugee communities' efforts to find appropriate solutions towards integration



DID YOU KNOW...

Refugee integration is a dynamic process in which newcomers and the receiving community work together, resulting in a more secure, vibrant and cohesive society.

We empower refugees and help them access services and support to integrate by:

- Educating the mainstream community about who refugees are and the value they bring to our state
- Bringing the mainstream community and refugees together to learn from each other and come to understand one another
- Developing, funding and supporting services that allow refugees to become self-sufficient



HEALTH & MENTAL HEALTH

We are committed to ensuring refugees are connected to the necessary social, medical and preventative health care services that are vital to their successful integration in their new communities.



COMMUNITY FUNDING & COLLABORATION

We contribute more than \$5 million annually to organizations that provide services such as case management, senior programming, English language and employment training, and community



capacity building. This blended funding model leverages state and federal resources to build a stronger integrated community.

HOW WE ACCOMPLISH THIS:

WE EMPOWER CLIENTS BY PROVIDING HIGH QUALITY SERVICES THAT PROMOTE INDEPENDENCE AND SELF-FULFILLMENT.

The Utah State Office of Rehabilitation has served Utahns with disabilities for over 90 years. Our mission is to assist eligible individuals in obtaining employment and increasing their independence.



DID YOU KNOW...

- More than 50,000 Utahns with disabilities use our services each year.
- Utah ranks in the top 10 nationally for employing working-age individuals with disabilities.
- Vocational Rehabilitation is one of the best-performing programs in the region, outperforming neighboring states on seven out of 10 performance measures.
- Disability Determination Services' claim accuracy ranks top 10 in the nation, at more than 97 percent.

We serve
50,000+
people
with disabilities

VOCATIONAL REHABILITATION

- Supports individuals with disabilities in achieving meaningful employment and independence.
- Provides professional vocational counseling and guidance to facilitate client acceptance of disability and the development of self-advocacy skills.
- Partners with employers, local school districts, higher education and other agencies to provide comprehensive employment opportunities.
- Creates assistive technology devices through Utah Center for Assistive Technology (UCAT)

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

- Increases independence, community integration and productivity for the blind or visually impaired.
- Teaches skills such as reading Braille, navigating on a computer and using adaptive equipment.
- Provides adjustment-to-blindness services, low-vision screening, magnification and other assistive aids.
- Offers unique opportunities where individuals learn how to operate their own food service business and vending routes in government facilities.



We help individuals with disabilities obtain meaningful employment, integrate into the community, improve accessibility in their activities of daily living and determine eligibility for federal disability benefits.



Our professional vocational rehabilitation counseling staff have developed strong partnerships with other agencies and programs to offer a variety of opportunities for clients.



By addressing each client's unique needs and vocational goals, we've effectively connected thousands of rehabilitated individuals with employers looking for qualified job applicants.



**WORKFORCE
SERVICES
REHABILITATION**

ADDITIONAL PROGRAMS:

- ASPIRE (Achieving Success by Promoting Readiness for Education and Employment)
- Governor's Committee on Employment of People with Disabilities
- Utah Work Incentives and Benefits Planning Services (UWIPS)
- Business Relations
- Choose to Work



SERVICES TO THE DEAF AND HARD OF HEARING

- Increases independence, community integration and productivity for the deaf and hard of hearing.
- Provides social, recreational and educational services at the Sanderson Community Center in Taylorsville and the Southern Utah Program in St. George.
- Offers assistive technology demo labs for individuals to test sound amplification devices.
- Manages an American Sign Language interpreter referral service, and administers certification.

DISABILITY DETERMINATION SERVICES

- Makes accurate and timely decisions on whether applicants meet the requirements for Social Security Benefits.

INDEPENDENT LIVING PROGRAM

- Assists individuals with maintaining or increasing their independence and community integration.
- Partners with the Utah Statewide Independent Living Council and nonprofit Centers for Independent Living to provide services.

HOW WE ACCOMPLISH THIS:

OUR TEAM OF SPECIALISTS WORK TO SUPPORT THE RE-ENTRY OF UTAH'S SKILLED WORKFORCE into full employment. Funded entirely by dedicated employer contributions, the unemployment insurance program provides qualified workers who are unemployed through no fault of their own temporary benefits to help bridge the gap between jobs.

By implementing innovative and accessible tools for both employers and unemployed Utahns — paired with top-tier customer service — we are able to quickly and efficiently process benefit payments and tax operations.



Our Unemployment Insurance Division has one focus — to provide economic stability to Utah's workforce, families and communities. This focus has helped Utah become one of the best unemployment insurance programs in the nation.



- Utahns found eligible for unemployment insurance draw nearly three weeks less in unemployment insurance benefits than the national average.
- We strive to increase online services for both claimants and employers to facilitate more timely, accurate and cost effective methods for processing claims and collecting contributions.

RE-EMPLOYMENT

- Engaging individuals earlier results in a higher likelihood of finding re-employment sooner.
- A robust registration process for new claimants, connecting them to more than 20,000 openings at jobs.utah.gov and self-paced online workshops.
- For individuals that would benefit from a more

individualized approach, we work closely with our Workforce Development team to offer one-on-one appointments and meaningful in-person workshops.

- This work contributes directly to Utah's consistent standing in the top 10 states for a lower duration of unemployment benefits.

INTEGRITY

- We value the trust of Utah taxpayers and actively work toward offering a program with integrity.
- Our team of specialists is dedicated to the reduction of improper payments through enhanced data analytics and customer education.



DID YOU KNOW...

PRESERVING A SKILLED WORKFORCE BENEFITS THE ENTIRE COMMUNITY.

From providing top-tier customer service to policies and procedures ensuring integrity of the system, we take our work in all of Utah's communities and our stewardship of taxpayer funds seriously.

Unemployed Utahns are invited to work with our team of specialists to determine what benefits they may qualify for. Eligibility for benefits is based upon wages earned, not individual or family financial resources, and being unemployed through no fault of your own. For other situations, such as voluntary quits or terminations, we will consider the contributing circumstances within the context of Utah statute to assess eligibility. Additionally, an individual must be able and available to seek and accept full-time work to qualify for unemployment benefits.

Individuals file a weekly certification online for every week of claiming benefits — reporting any part-time earnings as they are earned and demonstrating an active work search effort toward full-time work.

Contributions collected from Utah employers under the state unemployment tax are used exclusively to pay benefits to unemployed workers. All receipts from this tax are deposited in the Utah Unemployment Compensation Trust Fund. Utah's trust fund is healthy as a result of careful management — one of only 15 states that did not borrow funds in order to continue paying benefits during and following the Great Recession.



- We create integrated re-employment services to help claimants become re-employed quickly. This benefits the claimant, the employers and ultimately the Unemployment Compensation Trust Fund.

COMMUNITY CONNECTION

- We are consistently implementing innovative ways to address integrity and partner with other government and private organizations to prevent and detect fraud.
- We ensure that unemployed workers receive the accurate amount of benefits for which they are eligible and employers are treated fairly.
- We engage employers contributing to the trust fund and unemployed individuals to participate fully in the process of determining eligibility and paying benefits, when appropriate.
- Employers can file quarterly contribution reports, pay contributions, respond to requests for information on job separations and wage audits, post jobs and report new hires online.
- Unemployed individuals can file a claim online, check claim status, review correspondence, schedule workshops and search for jobs.
- Our specialists are available online via live chat, by phone and at workshops statewide.

HOW WE ACCOMPLISH THIS:

OVER 30 EMPLOYMENT CENTERS STRETCH ACROSS UTAH, providing a home base for job seekers and employers. These centers are staffed by the same people you see every day at grocery stores, PTA meetings or local events. It's a network of advocates fighting for you — trained professionals to help connect employers and job seekers. Programs designed specifically to help job seekers are paired with targeted services to employers.



The Workforce Development Division fuels Utah's economic engine by supporting the workforce with training, education and other resources. Aligning the skills and knowledge of our citizens with the needs of employers is our top priority. Whether you're a job seeker looking for the next opportunity or an employer looking to expand, we've got you covered.



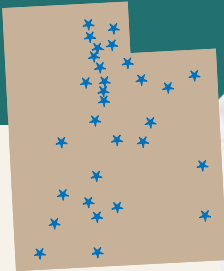
An array of job training programs and skills building workshops.



Employer and educational partnerships in rural communities to facilitate job growth.



Unique and targeted efforts to specialized populations including refugees and the homeless.



A proud partner of the
AmericanJobCenter
network

STATE WORKFORCE DEVELOPMENT BOARD

Supports the governor's vision for a strong economy through its partnership of government, education and business.

WORK SUCCESS

Two- to four-week course of intensive employment preparation that covers everything from resumes and cover letters to interview coaching and a skills assessment.

WORKFORCE INNOVATION OPPORTUNITY ACT

Funding resource that covers supportive training services to eligible adults, dislocated workers and youth.

YOUTH SERVICES

Tools and resources for our youngest job seekers as they start their career path.





**WORKFORCE
SERVICES**
WORKFORCE DEVELOPMENT

DID YOU KNOW...

WE PROVIDE:

- Job-seeking skills workshops to improve resumés, practice interview skills and learn how to effectively network.
- Job fairs and on-site recruitments that bring job seekers and employers together in our employment centers.
- Targeted services for veterans so they are able to quickly and efficiently navigate the job market, finding employment that matches their military experience and future aspirations.
- Workforce alignment grants that help improve the pipeline between educational outcomes and employer needs.
- Trained employment specialists in all our centers to help job seekers maximize their marketing and networking for their next career opportunity.
- Guidance for transitioning to a new job, including resources for re-training, education or certifications.
- Job preparation and skill development resources for current and future job seekers.
- Individualized career counseling and job development services tailored for veterans.

80,000+

active resumés at
jobs.utah.gov

20,000+

open jobs spanning 23
career fields

UTAH JOBS APP HIRE UTAH APP

Easily find or post jobs in
the palm of your hand.



UTAH PATRIOT PARTNERSHIP

Network
of Utah businesses pledging
support to hire veterans.



TRADE ACT ASSISTANCE

Benefits and training
services to U.S.
workers who have lost
their jobs as a result of
foreign trade.

FAMILY EMPLOYMENT PROGRAM

Connects parents with
an employment coun-
selor to help build an
employment plan. The
goal is for each family to
earn enough money to
support their families.

WORK OPPORTUNITY TAX CREDIT

Federal tax credit for
employers who hire
people from certain
groups that have
consistently faced
significant barriers to
employment.

UTAH CLUSTER ACCELERATION PARTNERSHIP

Targeted grants that help
education institutions
create or expand
programs to better
align with needs in the
economy.

HOW WE ACCOMPLISH THIS:

OUR EXPERT STAFF, CUTTING-EDGE TOOLS AND RESOURCES, and strong relationships with our federal partners help us tap into a rich trough of data for every facet of our internal operations and Utah's thriving economy.

We dive deep into the numbers to clearly explain what they mean for our customers at every level of state government, as well as local communities, families and individuals.



Understanding Utah's dynamic and diverse economic landscape is critical for policymakers, business owners, job seekers, and industry leaders to make informed decisions. Our expert team of economists and labor market analysts are at the forefront of gathering in-depth data and providing clear analysis to support Utah's economic engine.

We also provide data and analysis to help ensure quality and efficient work tied to the many federal programs and grants administered statewide by Workforce Services and partnering state agencies.

ONLINE TOOLS:



- Occupational Explorer
- County and Statewide Information
- Wages and Occupational Openings Data
- Labor Force Data Viewer
- FirmFind
- Industry Employment and Wages
- Info Group Employer Database
- Population Data Viewer



ECONOMIC DATA AND ANALYSIS

With a team of economists focused on specific regions throughout the state and savvy analysts who know what data is most relevant, we provide the economic information that matters for Utahns. We provide:

Local Insights — A quarterly economic analysis for eight regions.

Interactive blog posts focused on the numerous economic indicators that impact Utah.

Presentations highlighting the most current data and economic trends.

Special studies that dive into Utah's unique economic landscape.

MANAGEMENT INFORMATION SYSTEMS

Our Management Information Systems team supports all Workforce Services programs and applications to help ensure Utahns receive the highest level of customer service.

We provide our partners and customers with the data and



MUCH OF OUR DATA is accessible online for every resident in Utah to understand our state's labor market and economy, and how federal and state programs are administered across the state. In addition, we offer a number of tools and resources to help you make decisions to improve your economic situation, whether it be for your business, career, education or family.

DID YOU KNOW...

Our customers are vast and include federal agencies, state agencies, the Governor's Office, the Utah Legislature, colleges and universities, advocacy groups, Workforce Services management at all levels and our own front line staff throughout the state.

We ensure accuracy and relevancy by:

- Extracting data sets from multiple databases (where applicable)
- Validating the data
- Performing sophisticated, high quality and unbiased research
- Sharing the data in an understandable and useful format



WORKFORCE RESEARCH & ANALYSIS

analysis needed to make informed, data-driven decisions.

We help ensure Workforce Services and other Utah state agencies that administer federal programs and grants are operating effectively and efficiently as good stewards of taxpayer dollars.

We use the data from program applications to monitor performance of initiatives and our staff to help ensure the highest quality of work.

UTAH DATA RESEARCH CENTER

The Utah Data Research Center (UDRC) conducts research for the purpose of developing public policy

for the state of Utah. By utilizing data gathered from our partners in education and other state agencies, UDRC is able to explore new areas of research and provide stakeholders with the data needed to support their decisions.

CORNERSTONES

- OPERATIONAL EXCELLENCE
- EXCEPTIONAL CUSTOMER SERVICE
- COMMUNITY CONNECTION
- EMPLOYEE SUCCESS

CONTACT:

jobs.utah.gov

801-526-WORK



DEPARTMENT OF
**WORKFORCE
SERVICES**

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